

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
REDUCED COLLECT CALL RATES AND CREDITS TO END USERS

The purpose of this document is to provide specific information related to the Inmate/Ward Telephone System (IWTS) Contract and the impact of Amendment #3, which reduces inmate/ward collect call rates and credits to end users.

Questions regarding this document can be directed to Monica McGrath, Manager, IWTS Contract, CDCR Telecommunications Section at (916) 255-2217 or Monica.McGrath@cdcr.ca.gov.

- 1) **The Contract** - The CDCR uses the Department of General Services (DGS) Inmate/Ward Telephone System (IWTS) Contract that provides collect-only telephone services to inmates/wards. The IWTS Amendment #3 was signed on May 2, 2008 and extends the contract term two years and reduces the domestic collect call rates over the next four fiscal years (FY) beginning with FY 2007/2008 through FY 2010/2011. The contract term is February 1, 2005 through January 31, 2011.
- 2) **The IWTS Vendor** – The IWTS vendor is Global Tel*Link (GTL), which provides CDCR with domestic and international inmate/ward telephone services to CDCR facilities.
- 3) **Notices Issued by GTL or CDCR** – New and past notices related to inmate/ward phone calls issued by GTL or CDCR are posted on the CDCR web-site and can be found at www.cdcr.ca.gov/Visitors/Receiving_Calls_from_Inmates_and_Wards
- 4) **Reason for Reduction** – On August 24, 2007, the Governor of California approved Senate Bill 81, which eliminates the \$26 million concession fee (over a four year period) that GTL pays to the State General Fund (a requirement of the IWTS Contract). The concession fee is reduced by \$6.5 million each fiscal year until it becomes \$0 concession fee in FY 2010/2011.
- 5) **Negotiations between GTL and the State** – The State began negotiations with GTL in October 2007. Over the past five months the State and GTL negotiated Amendment #3 to ensure the best rates were provided to the end users. GTL is passing on the reduction of the concession fees for each fiscal year directly to the end users in the rates and surcharge reductions included in Amendment #3.
- 6) **Details of IWTS Amendment #3** – The specific new rates can be found on the Department of Technology's web site at <http://www.dts.ca.gov/stnd/calnet-inmate-ward.asp>; Attachment 7A.
- 7) **Potential additional rate reductions based upon call volume** – The IWTS Pricing Workbook – Attachment 7A to Amendment #3 -- includes additional rate reductions if call volumes increase by 5%, 10%, 15%, or 20% from the established baseline call volume of 109,092,885 minutes. The call volume is reviewed by DTS annually in January.
- 8) **Savings for each caller will vary based upon the call length:**
 - Shorter calls = smaller savings
 - Longer calls = larger savings
 - Example: For an inmate long distance (interLATA) call current rates vs. new rates:
 - 8 minute call: old rates: \$3.76 vs. new rates: \$3.26 = 13.2% savings
 - 14 minute call : old rates: \$5.08 vs. new rates: \$4.22 = 17% savings
- 9) **Contacting GTL for billing or blocking issues** – GTL Customer Service have two toll-free numbers that family/friends can call for billing and blocking issues: 1-888-415-0377 or 1-866-770-4896.

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10) **GTL credit or refund to end users**

- For the period between September 1, 2007 and May 5, 2008 (“credit period”) GTL will provide a retroactive credit or refund to family/friends (“end users”) who were billed for inmate/ward calls within 120 days from May 5, 2008.
 - GTL’s calculation for the credit or refund will be as follows:
 1. For each end user, GTL will identify the billable phone number that received a phone call from a CDCR facility during the period between September 1, 2007 and May 5, 2008 and determine the number of calls and the total dollar amount of the calls.
 2. GTL will establish a “credit percentage” based upon a formula that includes the total revenue received for collect calls between September 1, 2007 and May 5, 2008 that is applied against the IWTS Contract’s concession fee decrease over the same period that would equal the “credit percentage.”
 3. GTL will multiply the total dollar amount of the calls by the credit percentage to come up with the credit or refund due to the end user.
 4. GTL will deduct expenses based upon how the credit or refund is provided.
 - a) **No action required for some end users** - If the credit is placed on the end users local exchange carrier (LEC) bill or GTL Direct Remit statement, then GTL will deduct the small fee for printing that is charged by the LEC or GTL Direct Remit before issuing the credit. This credit will be reflected on the end users bill no later than 120 days from (the date of the Amend).
 - b) **Action is required for some end users who will have 100 days from May 5, 2008 to contact GTL to request a refund** - If the end user no longer has service with the telephone provider or if the inmate/ward has been paroled and the end user will no longer be receiving calls from a CDCR facility, then GTL will deduct the actual cost of postage/handling before issuing a refund. The end user will need to contact GTL by phone or e-mail and then provide documentation to support that a credit is due.
- Example: An end user received 10 calls during the credit period and each call costs \$3.75. The total dollar amount for the credit period would be $10 \times \$3.75 = \37.50 multiplied by the credit percentage, less the applicable deduction (see #4) equals the amount due to end user.
- GTL has set up a specific toll-free number and e-mail address for CDCR family/friends to contact if they have any questions about the credit or refund.
 - Contact GTL by phone – 1-866-533-1706
 - Contact GTL by sending an e-mail to cadocsrefund@gtl.net